



State of Utah

Product Description

Product Number: 4901.01.15

DEPARTMENT OF PUBLIC SAFETY RECORDS MANAGEMENT SYSTEM (DPSRMS)

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The Department of Public Safety Records Management System (DPSRMS) is a Web Based application that provides a collection tool for crime and accident reporting information. It also provides interfaces for access to criminal justice information. API's are provided that interact with Local law Enforcement, Prosecutors, and the Courts. Application and Data servers are hosted at the Salt Lake Data Center. A "HOT" redundant system is maintained at the Richfield Data Center.

The hours of support required for DPRMS are listed below.

Application	Support Hours	Days of Week
Accident	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Citation	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Crystal Reports	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Data Extracts (Batch)	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
DL Interface	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Incident	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Security	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call

State of Utah

Product Description

Redundant System	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
UCJIS Interface	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
UDOT Interface	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call

Product Features and Descriptions

Feature	Description
Accident	Web Service and Web Application for accident information. Information is verified via web services and stored in a repository allowing other agencies access for various enforcement and statistical purposes.
Case Management	Provides documentation, tracking, and management for follow-up activities related to DPS incidents.
Citation	Web Service and Web Application for citation information. Information is verified via web services and stored in a repository. From the repository, citations are electronically forwarded to the courts, Driver License and BCI for further processing.
Crystal Reporting	Reporting tool that provides reports on the various data sets collected by Public Safety.
Data Extracts (Batch)	Data files are sent to various other agencies and 3 rd parties.
DL Interface	Information is transferred to Driver License concerning accidents, citations, and insurance to insure compliance with regulations.
Incident	Field collection tool for incident information. Information is verified via web services and available for use by case management.
Security	Because this system provides access to criminal information, security must be in compliance with CJIS security policy.
Redundant System	In order to provide services in the event of an outage, a “HOT” system is maintained in Richfield.
UCJIS Interface	Provides real-time access to justice related information i.e. warrants, NCIC and NLETS.
UDOT Interface	Information is transferred to UDOT for use in compiling statistics regarding accident information.
Up Time	DPSRMS is required to be up and operational 24x7. The database is also required to be up for certain back-end processes that run during off business hours.

Features Not Included

State of Utah

Product Description

Feature	Explanation
User Training	DTS support does not include the updating of user training manuals or user training. DPS has a training group that provides this service.
Application Help Desk	DTS does include a front-line application help desk. This is handled through MIS Helpdesk within DPS/DTS.

Rates and Billing

Feature	Description	Base Rate
Application Bug Fixes and Enhancements	Programming and unit testing of DPSRMS and associated applications and interfaces to fix reported bugs implement legislative changes and implement enhancements that are approved and prioritized by DPS.	See DTS Approved Rate
Application DBA Support	Provide DBA support for DPSRMS. This includes on-call support. Coordinate on-call schedule. Perform modifications to the database needed to accommodate the implementation of change requests. Maintain stored procedures, which create data files for many of the application interfaces with 3 rd party systems.	See DTS Approved Rate On-call time from 6:00 p.m. – 7:00 a.m. on scheduled workdays and 24 hours on weekends
Database Support	Database alters, backups, restores, clones, monitoring and killing query processes that are adversely affecting production services.	See DTS Database Support product
Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance.	See DTS Infrastructure Network Support product
Desktop Support	DTS provides desktop services for government-owned desktop devices that reside in the customer environment and access the State's business systems.	See DTS Desktop Support product
Project Management		See DTS Approved Rate
Security	Provide and ensure firewall protection, encrypted access and that necessary physical controls are in place.	See security rate
Hosting Support	Hosting Services	See DTS Enterprise Hosting Rate
Testing	Perform first round testing of bug fixes and enhancement requests assigned to each release.	See DTS Approved Rate

Ordering and Provisioning

DPS users and/or DTS support personnel report application bugs and desired features or enhancements. These are then discussed and prioritized in a formal DPS Priority process.

DTS Responsibilities

- Define technical requirements for enhancement requests and legislative changes.
- Performing back-end database updates to fix bad data causing problems in the application.
- Programming and unit testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.
- Provide on-call application support for after hour coverage.
- Providing back-up support for DPSRMS.

Agency Responsibilities

- Define business requirements for new systems and changes being requested.
- Evaluate quality of each RMS release and give final approval to deploy the release.
- Evaluating quality of each migration to production and giving final approval to deploy the migration.
- Make required reference table changes to support new transactions, or other approved changes.
- Perform Acceptance Testing of each RMS release, paying particular attention to bug fixes and requested enhancements that have been assigned to the build. Report any errors found.
- Reporting bugs discovered in the applications. Identifying what the user was doing, any error messages and steps to reproduce the problem if known.
- Setting priorities (new development, change requests, deadlines).
- Updating documentation to reflect changes being made to the applications

DTS Service Levels and Metrics

State of Utah

Product Description

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
DPSRMS	98%

Since DPSRMS access is critical, the following metrics will be monitored:

- Minimum requirements are 97% uptime, with the goal of 99.999%. This will be measured by DET performance monitoring system.
- DPSRMS releases are deployed on time as agreed upon through the DTS Change Management Process.
- DPSRMS builds that are released for acceptance test are complete. They include all bug fixes and change requests identified as business drivers for the release. These changes are tracked internally.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

State of Utah

Product Description

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	75% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied



State of Utah

Product Description